

ATTACHMENT J-4

PERFORMANCE MEASUREMENT STANDARDS

(Applicable to PWS Sections 3.0 and 5.0)

Table of Contents

Table of Contents	J-4-2
Attachments Listing	J-4-3
Definitions	J-4-4
Office of the Chief Information Officer (CIO) Overview	J-4-5- J- 4 -6
Performance Evaluation	J-4-7- J-4-10
Award Fee WBS Sub-section Weighting Table	J-4-8

ATTACHMENTS

The following ATTACHMENTS J-4-(A) through J-4-(E) are for use in measuring performance of PWS Section 3.1 Agencywide Application Projects. ATTACHMENT J-4-(F) is for use in measuring performance of PWS Section 5.1, MSFC Applications and Web Services.

1. ATTACHMENT J-4-(A)- Agencywide Application Projects Performance Metric
2. ATTACHMENT J-4-(A)-(1)- Software Defects Per Lines of Source Code
3. ATTACHMENT J-4-(B)- Table Releases Performance Metric
4. ATTACHMENT J-4-(B)-(1)- Defects per Table Release
5. ATTACHMENT J-4-(C)- Technical Support Services Performance Metric
6. ATTACHMENT J-4-(C)-(1)- Technical Support Services Conversion Table
7. ATTACHMENT J-4-(D)- Quality of Customer Support Services
8. ATTACHMENT J-4-(D)-(1)- Customer Problem Resolution Conversion Table
9. ATTACHMENT J-4-(E)- Timeliness of Performance (also used in other areas)
10. ATTACHMENT J-4-(E)-(1)- Milestone Schedule Performance Table
11. ATTACHMENT J-4-(F) Trouble Ticket Response/Resolution Matrix

The following attachments are for use in performing the overall objective evaluation of PWS sections 3.0 and 5.0 (excluding 3.9 and 5.10).

12. ATTACHMENT J-4-(G)- Surveillance Plan Matrix
13. ATTACHMENT J-4-(H)- Performance Requirements Summary/MADR's
14. ATTACHMENT J-4-(I)- Quarterly/Semi-Annual Performance Evaluation Summary

DEFINITIONS

Availability- The percentage of time that a system or hardware required by the customer is considered nominally operable and suitable for its intended use.

Contracting Officer's Technical Representative (COTR)- The appointed representative of the Contracting Officer in all technical matters and the person who serves as the primary monitor and evaluator of all technical aspects of contractor performance.

Contracting Officer (CO)- The appointed representative of the Government in all contractual matters and the person who serves as the primary business monitor and evaluator of all business aspects of contractor performance. The CO is the only representative of the Government authorized to execute binding bilateral and unilateral modifications to the contract.

Data Requirements Document (DRD)- A document attached to the contract that provides insight into the required format and content of data, reports, or plans required by the Government in performance of the contract effort.

Maximum Allowable Defect Rate (MADR)- The maximum allowable defect rate is the defect rate that, when exceeded, indicates an unacceptable level of performance or quality was demonstrated by the contractor. Deductions will be taken for all defects exceeding the MADR (with appropriate credit for rework, if applicable) regardless of whether the MADR is expressed as a percentage of the effort to be performed or a number of defects per month.

Mean Time to Repair (MTTR)- The average time required to perform corrective maintenance on all of the removable items in a particular system.

Mean Time Between Failures (MTBF)- The average number of hours that pass before a component, assembly, or system fails.

Technical Monitor- Personnel who perform inspections or evaluations of effort that is specified in the PWS of the contract.

I. Overview

NASA is changing the way it contracts for goods and services. Through the implementation of Performance-Based Contracting (PBC) and other initiatives, NASA is assigning a higher level of integration responsibility and accountability to its contractors. By moving NASA civil service employees from detailed operations management to contract oversight roles, industry is enabled to mature and play an increasing role in determining how to accomplish the desired performance objectives outlined in the performance work statement.

The standards delineated herein are derived from the Performance Work Statement (PWS) and the activities delineated in the PWS. This is an integrated process that describes the plan for objectively monitoring certain areas of performance of the contractor to provide the overall evaluation of the contractor's technical performance. These standards, when used in conjunction with ATTACHMENT J-5, "UNITEs CPAF Evaluation Plan," will determine the overall fee applicable to a particular semi-annual performance evaluation period.

Objectives: The objective is to provide accurate and objective assessments of the contractor's technical performance. These assessments and their feedback to the contractor ensure receipt of the quality and kinds of products and services required by the contract. Surveillance provides assessments of contractor performance, documentation, plans, schedules, controls and processes. The accuracy of contractor reporting (reports, performance metrics, or insight metrics) will be verified either through surveillance of activities or review of each report. Where contractor reporting cannot give sufficient insight, the Government will provide surveillance assessments of contractor activities.

Change Control: The Performance Standards contained herein may be modified as implementation proceeds. The change control of this document is the responsibility of Office of the CIO management. As changes are required, they will be forwarded to the COTR/CO for implementation.

Contracting Officer's Technical Representative: The COTR serves as the single-point technical liaison between the contractor and NASA's CO. The COTR is responsible to the CO for monitoring and ensuring contractor performance and delivery of the final product and/or services under the contract. Specific duties and responsibilities delegated to the COTR affecting performance surveillance are to:

- Establish objectively measurable performance standards that will ensure receipt of the quality and kinds of services required by the PWS.
- Perform audits, surveillance and insight in accordance with the standards. Assure technical proficiency and compliance with the technical provisions of the contract by review and verification of the performance of the work.
- Approve and issue technical direction as may be required and authorized by the contract.

- Provide the contractor with the technical data and information as required by the contract.
- Monitor contractor compliance with the defined PWS or specification included in the contract.
- Conduct performance evaluations and compile and report this data to the NASA performance evaluation board to be used in conjunction with the award fee evaluation process for the other PWS elements.
- Establish and manage overall NASA Technical Monitor (TM) support of the above activities. This will include appointment of a TM for each PWS sub-section. The COTR may appoint a TM as monitor for more than one PWS sub-section. The COTR will also ensure that the data required for quarterly and semi-annual performance measurement is provided by each TM in a timely manner.

Technical Monitor (TM): The TM's are responsible to the COTR and support the COTR for technical insight of a specific work area of the PWS and assist in the review of budgetary requirements for that work area. The TM provides technical direction only through the COTR.

Specific TM authorities applicable to performance surveillance are:

- Monitor contract performance for each PWS sub-section of assigned responsibility and immediately report all problems related to it to the COTR. Keep the COTR informed, both orally and in writing, of the status of the contract and performance to requirements. Periodic reports, as agreed to between the COTR and TM, shall be affected.
- Establish and provide to the COTR performance metrics that will ensure receipt of the quality and kinds of supplies or services required by the contract.
- Perform on-site surveillance of the contractor's work affected at MSFC or other Centers. Document surveillance activities and provide a copy of the documentation to the COTR. Assure technical proficiency and compliance with the technical provisions of the contract by review and verification of work accomplished by the contractor.
- Assist the COTR in ensuring that the contractor complies with the defined PWS or specifications included in the contract. Assist the CO and COTR in interpreting technical requirements of the contract scope of work specifications. Differences of opinion shall be referred to the CO if necessary.
- Recommend in writing to the COTR any changes desired in scope and/or technical content of the contract with justification for the proposed action.

The TM establishes the insight requirements for a technical work area. In this role, the TM plans and implements the required performance surveillance and audit activities for that work area and provides input into the contractor's performance evaluation. As part of the TM's responsibility in reviewing contractor work, they will also attend contractor managed technical meetings and perform any other function deemed necessary to accurately assess performance. The TM will submit a QUARTERLY/SEMI-ANNUAL PERFORMANCE EVALUATION SUMMARY, ATTACHMENT J-4-(I) for Technical Performance for each PWS sub-section assigned.

II. Performance Evaluation

The measurement of performance for the contract effort will be conducted in accordance with ATTACHMENT J-5, “UNITEs CPAF Evaluation Plan.” As part of this process, PWS sections 3.0 and 5.0 will utilize the objective standards contained herein in order to assist in measuring technical performance. As part of the Award Fee process, other elements of contractor performance, as specifically addressed in the Award Fee Evaluation Plan, will also be assessed and the overall assessment will be submitted to the Performance Evaluation Board for recommendation of Earned Award Fee to the Fee Determination Official (FDO).

The specific PWS elements to be objectively measured are provided below:

WBS Section

3.0 Agency wide Information Services

- 3.1 Agencywide Application Projects
- 3.2 Digital Television
- 3.3 IT Security
- 3.4 Data Center Services
- 3.5 Russia IT Services
- 3.6 Wide Area Network (WAN) Services
- 3.7 Systems Management and Operations
- 3.8 Customer Support

5.0 MSFC Information Services

- 5.1 MSFC Applications and Web Services
- 5.2 Computer Systems Services
- 5.3 Customer Requested Hardware Maintenance
- 5.4 Telecommunications Services
- 5.5 IT Security Services
- 5.6 Documentation Repository Services
- 5.7 Audio Visual Information Services
- 5.8 IT Procurement Services
- 5.9 Customer Support

MSFC will conduct quarterly and semi-annual assessments of the contractor's technical performance. The quarterly performance evaluations will serve to evaluate the contractor's performance for the initial three-month period of each semi-annual evaluation period and will allow for Government feedback as well as emphasizing areas of concern. The semi-annual performance evaluations will serve to formally assess the contractor's performance and the results of this evaluation will determine the contractor's fee earned for that particular period.

Technical performance will be objectively evaluated by the TM's in order to assist in determining the fee earned by the contractor for PWS sections 3.0 and 5.0. The technical performance of each of the PWS sub-sections shall be measured in accordance with the surveillance techniques established in ATTACMENT J-4-(G) and against the performance standards outlined in ATTACHMENT J-4-(H). This data will be utilized in the establishment of the overall Award Fee earned for the period.

In order to facilitate calculation of Award Fee during each semi-annual reporting period, the following matrix will be utilized to assign a relative portion of the total potential award fee pool for PWS sections 3.0 and 5.0 to each PWS sub-section. Regardless of the fluctuations to these pools resulting from contract modifications, etc., the percentages of weight assigned to these PWS sub-sections will remain static unless also changed by contract modification.

(The negotiated contract value will be used to determine the appropriate percentages to be specified below.)

Award Fee PWS Sub-section Weighting Table

<u>WBS Sub-section</u>	<u>Title</u>	<u>Weight</u>
3.0	AGENCYWIDE INFORMATION SERVICES	
3.1	Agencywide Application Projects	
3.2	Digital Television	
3.3	IT Security	
3.4	Data Center Services	
3.5	Russia IT Services	
3.6	WAN Services	
3.7	Systems Management and Operations	
3.8	Customer Support	
3.9	N/A	
	TOTAL	(b)(4)
5.0	MSFC INFORMATION SERVICES	
5.1	MSFC Applications and Web Services	
5.2	Computer Systems Services	
5.3	Customer Requested Hardware Maintenance	
5.4	Telecommunications Services	
5.5	Information Technology (IT) Security Services	
5.6	Documentation Repository Services	
5.7	Audio Visual Information Services	
5.8	IT Procurement Services	
5.9	Customer Support	
5.10	N/A	
	TOTAL	

COTR Responsibility

As part of the quarterly and semi-annual award fee evaluation process, the COTR is primarily responsible for ensuring timely collection of all objectively measured performance data from the TM's and compiling this data into a presentable format for calculation of the overall fee impact to the contract for each quarterly and semi-annual evaluation period. The data submitted to the COTR will be on ATTACHMENT J-4-(I), QUARTERLY/SEMI-ANNUAL PERFORMANCE EVALUATION SUMMARY, for each element of the PWS to be objectively measured.

The COTR will also be responsible for evaluating the TM's performance in measuring contractor performance against the Performance Requirements Summary (PRS) to ensure accuracy and objectivity. Should discrepancies be noted in evaluation of contractor performance, the COTR will ensure that corrective action is taken, either through receipt of corrected performance evaluation forms, TM training or other such means as determined necessary to ensure complete and accurate measure of contractor performance. The COTR will also ensure timeliness of TM submission of the required performance evaluation documentation and take appropriate corrective action where required.

The COTR will also retain as part of the official records, copies of all performance evaluation documentation. This documentation will be retained for the life of the contract for audit purposes.

The COTR will maintain an official electronic address book of all TM's and provide notification to these individuals at an appropriate time to remind them of the date that all performance evaluation data will be required for input into the quarterly and semi-annual evaluation periods.

TM Responsibility

The TM will be responsible for objectively measuring the performance of the contractor against the particular PWS sub-section(s) to which the TM has been assigned oversight responsibilities by the COTR. Primarily, the TM will perform an assessment of the contractor's technical performance against the metrics established in ATTACHMENT J-4-(H), PERFORMANCE REQUIREMENTS SUMMARY/MADRS to this document utilizing the methodology described in ATTACHMENT J-4-(G), PERFORMANCE SURVEILLANCE PLAN MATRIX. The evaluation will be documented on ATTACHMENT J-4-(I), QUARTERLY/SEMI-ANNUAL PERFORMANCE EVALUATION SUMMARY, and any recommended deductions will also be specified on this document. The TM will ensure that sufficient backup documentation exists to allow the COTR to verify that any recommended reductions are in accordance with the schedule. This documentation will be retained for the life of the contract for audit purposes.

The TM will be responsible for negotiating schedules for individual services/deliverables under the particular PWS element for which they have been assigned oversight responsibility.

The TM will also retain as part of the official records, copies of all performance evaluation documentation submitted to the COTR. This documentation will be retained for the life of the contract for audit purposes.

The TM will also interface with the COTR to continually ensure that the criteria used for measurement of contractor performance are current and the most appropriate for use. Should PWS changes result in additional areas requiring TM surveillance, the TM will work with the COTR and CO to establish the appropriate performance measurement criteria.

CO Responsibility

The CO will work closely with the COTR to ensure that the performance measurements generated by the TM are in accordance with the plan.

ATTACHMENT J-4-(A)
AGENCYWIDE APPLICATION PROJECTS PERFORMANCE METRIC

The quality of software releases will be measured by the number of software discrepancy reports (DR) generated between software releases and will be evaluated based on an industry standard of 1 discrepancy per 1000 lines of code released. Industry standards indicate software releases for production have an average of 1 undetected defect per every 1000 lines of source code delivered. Effort expended to lower that average would not be cost effective. The defect rate is lowered as software matures for about five years and then begins to degrade as a factor of system volatility. The Agencywide legacy systems spread a wide range of maturity levels, ranging from immature (NPDMS) to a degraded state (NEMS) and high risk due to high volatility (NPPS). As a whole, the combined condition of the systems is probably better than the industry average for newly released code. Software quality will be evaluated per ATTACHMENT J-4-(A)-(1), Software Defects Per Lines Of Source Code. The table values are based on the following criterion:

RATING	DEFINITIONS	PERCENT OF APPLICABLE FEE EARNED
A	1 or less DRs for every 10,000 lines of code released	100%
B	1 DR for every 5,000 to 9,999 lines of code released	90%
C	1 DR for every 3,500 to 4,999 lines of code released	75%
D	1 DR for every 2,500 to 3,499 lines of code released	50%
E	1 DR for every 2499 or less lines of code released	0%

- Criteria for classifying and counting DRs
 - DRs generated on modules not included on the software release will not be counted against the quality of the software release, unless the module failed as a result of data being passed by a released module.
 - Software discrepancies must be against the SRS specification, the VDD specification, or against the 1620 specification which defined the requirement.
 - User preferences and incomplete specification fixes will not be counted as discrepancies. Examples of user preferences include such things as the location of a field on the screen or report or the wording of error messages, if not specifically stated on the specification. Examples of incomplete specification fixes include such things as the omission of certain data on a report which renders the report useless to the user but the data was not on the specification, or omission or superfluous edit criteria not explicitly defined on the specification.
 - Discrepancies identified prior to the release and not fixed before the release is made will be counted as DRs against the release.
 - The number of lines of code will be the number of source lines of code included in the release. This method of counting is commonly used in industry because any line of code modified could effect and violate the entire

module logic. The completed module must be analyzed before any lines of code are changed and must then be tested to ensure that the integrity of the module logic is intact after the change.

ATTACHMENT J-4-(B)
TABLE RELEASES PERFORMANCE METRIC

The quality of Table Releases will be measured by the number of DRs generated against a released table. The table values are based on the following criterion

ADJECTIVE RATING	DEFINITIONS	PERCENT OF APPLICABLE FEE EARNED
A	Average of zero (0) DRs per table released	100%
B	Average of 1 DR per table released	75%
C	Average of 2 to 3 DRs per table released	50%
D	Average of 4 or more DRs per table released	0%

(DRs generated on tables not released by the Consolidation Center will not be counted against the quality of the table release, unless the table failed as a result of data being passed by a released module. The DR will be counted against the released module which will impact the software quality metrics).

(See Conversion Table J-4-(A)-(1) for complete Performance Metric conversion)

ATTACHMENT J-4-(B)-(1)

DEFECTS PER TABLE RELEASE

Number of Tables	Number of Discrepancies										
	0	1	2	3	4	5	6	7	8	9	10
1	A	B	C	C	D	D	D	D	D	D	D
2	A	B	B	C	C	C	D	D	D	D	D
3	A	A	B	B	B	C	C	C	C	C	C
4	A	A	B	B	B	B	C	C	C	C	C
5	A	A	A	B	B	B	C	C	C	C	C
6	A	A	A	B	B	B	B	B	C	C	C
7	A	A	A	A	B	B	B	B	B	B	B
8	A	A	A	A	B	B	B	B	B	B	B
9	A	A	A	A	A	B	B	B	B	B	B
10	A	A	A	A	A	B	B	B	B	B	B

ATTACHMENT J-4-(C)
TECHNICAL SUPPORT SERVICES PERFORMANCE METRIC

The Technical Support Services and Customer Support Services will be evaluated against help desk response time and the timely resolution of customer problems.

The following thresholds were established at project initiation and documented on the SESaaS Project Management Plan. These thresholds will be used in performance evaluation for technical services. Calls designated as emergency calls will receive an immediate response. All calls received on the prime shift will receive a response within 2 hours. Nonprime shift calls will receive a response within 12 hours.

Quality of Technical Support Services (help desk) will be evaluated per ATTACHMENT J-4-(C)-(1), Technical Support Services Conversion Table. The table values are based on the following criterion:

ADJECTIVE RATING	DEFINITIONS	PERCENT OF APPLICABLE FEE EARNED
A	In addition to 100% of calls being responded to per established thresholds, > 15% of the calls on the prime shift are responded to <= 1 hour	100%
B	In addition to 100% of calls being responded to per established thresholds, 1% to 15% of the calls on the prime shift are responded <= 1 hour	90%
C	100% of calls are responded to per established thresholds	80%
D	1% to 15% of the calls are responded outside the established threshold	50%
E	Greater than 15% of the calls are responded outside the established threshold	0%

ATTACHMENT J-4-(C)-(1)

TECHNICAL SUPPORT SERVICES CONVERSION TABLE

Number Of Calls	Technical Support Services Number of Late Responses																				
	10	9	8	7	6	5	4	3	2	1	0	-1	-2	-3	-4	-5	-6	-7	-8	-9	-10
<5	E	E	E	E	E	E	E	E	E	C	A	A	A	A	A	A	A	A	A	A	A
5-9	E	E	E	E	E	E	E	E	D	C	B	A	A	A	A	A	A	A	A	A	A
10-14	E	E	E	E	E	E	E	D	D	C	B	A	A	A	A	A	A	A	A	A	A
15-19	E	E	E	E	E	E	E	D	D	C	B	B	A	A	A	A	A	A	A	A	A
20-24	E	E	E	E	E	E	E	D	D	D	C	B	B	A	A	A	A	A	A	A	A
25-29	E	E	E	E	E	E	E	D	D	D	C	B	B	A	A	A	A	A	A	A	A
30-34	E	E	E	E	E	E	E	D	D	D	C	B	B	B	B	A	A	A	A	A	A
35-39	E	E	E	E	E	E	E	D	D	D	C	B	B	B	B	A	A	A	A	A	A
40-44	E	E	E	E	D	D	D	D	D	D	C	B	B	B	B	B	A	A	A	A	A
45-49	E	E	E	D	D	D	D	D	D	D	C	B	B	B	B	B	B	B	B	A	A
>50	E	E	D	D	D	D	D	D	D	C	B	B	B	B	B	B	B	B	B	A	A

ATTACHMENT J-4-(D)
QUALITY OF CUSTOMER SUPPORT SERVICES

Quality of Customer Support Services will be evaluated on the timely closure of help desk calls per ATTACHMENT J-4-(D)-(1) Customer Problem Resolution Conversion Table. Closure of a customer support service is defined as 1) providing an answer to the question or concern; 2) providing a work around; or 3) identifying an application discrepancy and creating a form 1620 to document the discrepancy or requirement change. Weekend hours (5:00 pm Friday to 8:00 am Monday) do not apply against the 72-hour limit. The table values are based on the following criterion:

ADJECTIVE RATING	DEFINITIONS	PERCENT OF APPLICABLE FEE EARNED
A	In addition to 100% of the problems being closed <= 72 hours, > 15% of the problems are closed in less than 48 hours	100%
B	In addition to 100% of the problems being closed <= 72 hours, 1% to 15% of the problems are closed <= 48 hours	90%
C	100% of the problems are closed within 72 hours	80%
D	1% to 15% of the problems are closed outside the 72 hour period	50%
E	Greater than 15% of the problems are closed outside the 72 hour period	0%

(See Conversion Table J-4-(D)-(1) for complete Performance Metric conversion)

ATTACHMENT J-4-(D)-(1)
CUSTOMER PROBLEM RESOLUTION CONVERSION TABLE

Number Of Calls	Customer Problem Resolution Number of Late Resolutions																			
	10	9	8	7	6	5	4	3	2	1	0	-1	-2	-3	-4	-5	-6	-7	-8	-9
<5	E	E	E	E	E	E	E	E	E	E	C	A	A	A	A	A	A	A	A	A
5-9	E	E	E	E	E	E	E	E	E	E	D	C	B	A	A	A	A	A	A	A
10-14	E	E	E	E	E	E	E	E	E	E	D	D	C	B	A	A	A	A	A	A
15-19	E	E	E	E	E	E	E	E	E	E	D	D	C	B	B	A	A	A	A	A
20-24	E	E	E	E	E	E	E	E	E	E	D	D	C	B	B	A	A	A	A	A
25-29	E	E	E	E	E	E	E	E	E	E	D	D	D	C	B	B	A	A	A	A
30-34	E	E	E	E	E	E	E	E	E	E	D	D	D	C	B	B	B	A	A	A
35-39	E	E	E	E	E	E	E	E	E	E	D	D	D	C	B	B	B	A	A	A
40-44	E	E	E	E	E	E	E	E	E	E	D	D	D	C	B	B	B	A	A	A
45-49	E	E	E	E	E	E	E	E	E	E	D	D	D	C	B	B	B	B	A	A
>50	E	E	E	E	E	E	E	E	E	E	D	D	D	C	B	B	B	B	A	A

ATTACHMENT J-4-(E)
TIMELINESS OF PERFORMANCE

Timeliness of performance will be evaluated per ATTACHMENT J-4-(E)-(1) Milestone Schedule Performance.

ADJECTIVE RATING	DEFINITIONS	PERCENT OF APPLICABLE FEE EARNED
A	Services and products delivered per committed schedules with average days late being zero (0) and no critical milestones missed	100%
B	Services and products delivered per committed schedules with average days late being one (1) and no critical milestones missed	90%
C	Services and products delivered per committed schedules with average days late being two (2) days with no critical milestones missed	80%
D	Services and products delivered per committed schedules with average days late/critical milestones missed as follows: Average days late “3” or “4” with “0” critical milestones missed, or Average days late “0”, “1” or “2” with “1” critical milestone missed, or Average days late “0” with “2” critical milestones missed	50%
E	Services and products delivered per committed schedules with average days late/critical milestones missed as follows: Average days late “5” with “0” critical milestones missed, or Average days late “3”, “4” or “5” with “1” critical milestone missed, or Average days late “1”, “2”, “3”, “4” or “5” with “2” critical milestones missed, or Average days late >= ”0” with >= “3” critical milestones missed	0%

ATTACHMENT J-4-(E)-(1)
MILESTONE SCHEDULE PERFORMANCE TABLE

CRITICAL MILESTONES MISSED	AVERAGE WORKING DAYS MISSED					
	0	1	2	3	4	5
0	A	B	C	D	D	E
1	D	D	D	E	E	E
2	D	E	E	E	E	E
>=3	E	E	E	E	E	E

ATTACHMENT J-4-(F)
Counting and Scoring Trouble Ticket Response and Resolution Matrix for
Applications and Web Services for PWS Element 5.1

The following paragraphs describe how the Applications and Web Services technical performance metric of trouble ticket response and resolution as specified in Section 5.1 of Attachment J-4-(I) will be counted and scored.

Users, including UNITEs support personnel, shall document Applications and Web Services problems or concerns through the trouble ticket system. If customers identify problems directly to UNITEs support personnel, they shall in turn open a trouble ticket.

Applications and Web Services are categorized as 1, 2, or 3 (reference Appendix B, PWS) for the purpose of counting trouble ticket Response Times and Resolution Times. The contractor shall further delineate trouble tickets by types (Critical/Major, Minor, Cosmetic, or Other) according to the definitions below. Target Response Times and Resolution Times by Service Category and for Trouble Ticket type are shown in the following table.

SERVICE CATEGORY		TROUBLE TICKET TYPE			
		CRITICAL/MAJOR	MINOR	COSMETIC	OTHER
1	Target Response Time	30 min	30 min	30 min	30 min
	Target Resolution Time	2 hrs	2 business days	Next scheduled release	2 hrs
2	Target Response Time	1 hr	1 hr	1 hr	1 hr
	Target Resolution Time	1 business day	3 business days	Next scheduled release	1 business day
3	Target Response Time	2 hrs	2 hrs	2 hrs	2 hrs
	Target Resolution Time	2 business days	5 business days	Next scheduled release	2 business days

Definitions of Types:

Critical or Major – Either (1) service is not operational or unavailable to critical users/many users, or (2) service is operational, but major features are unavailable or not functioning correctly.

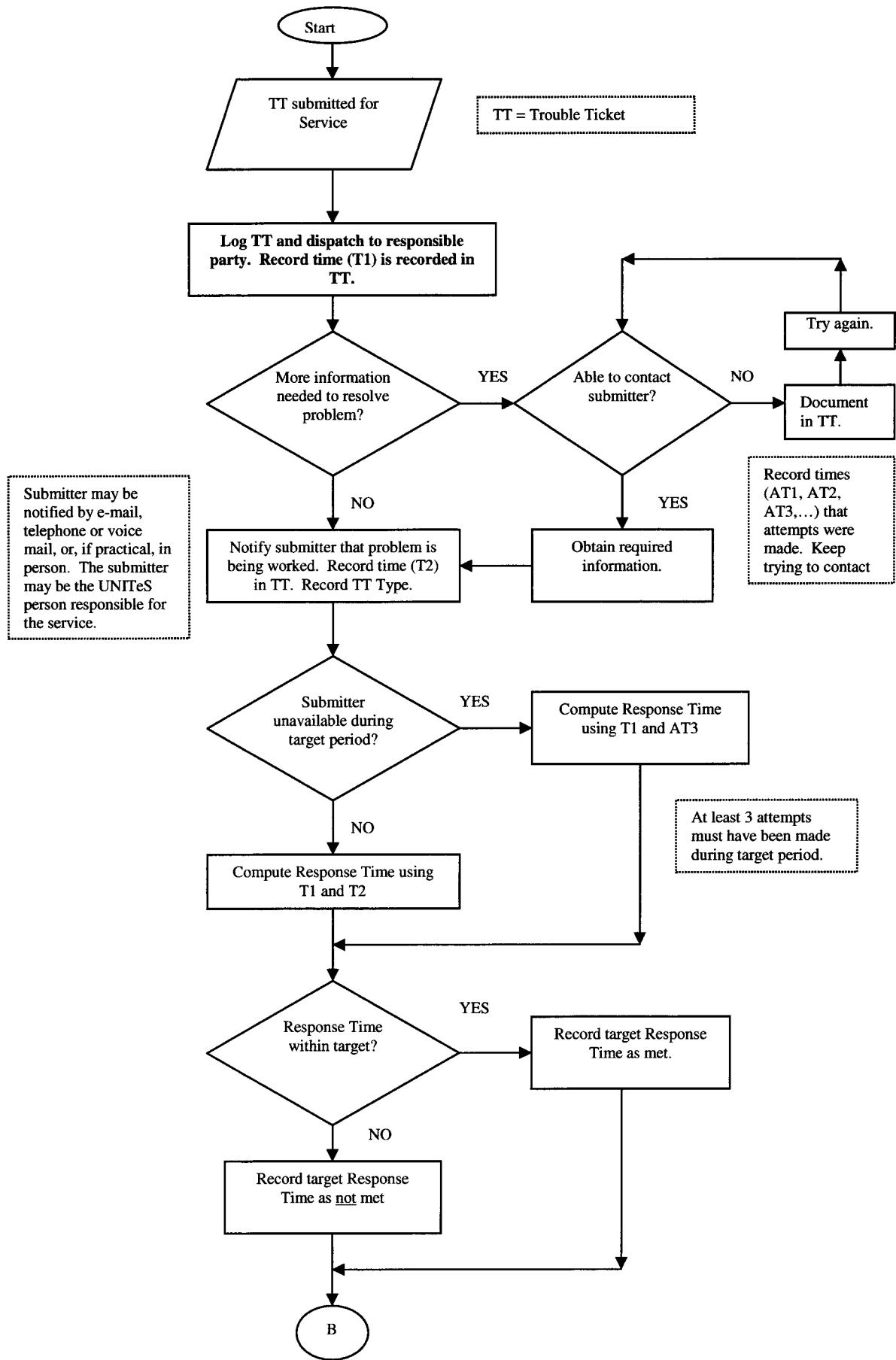
Minor – Service is operational, but has nuisance problems causing inconvenience or work arounds.

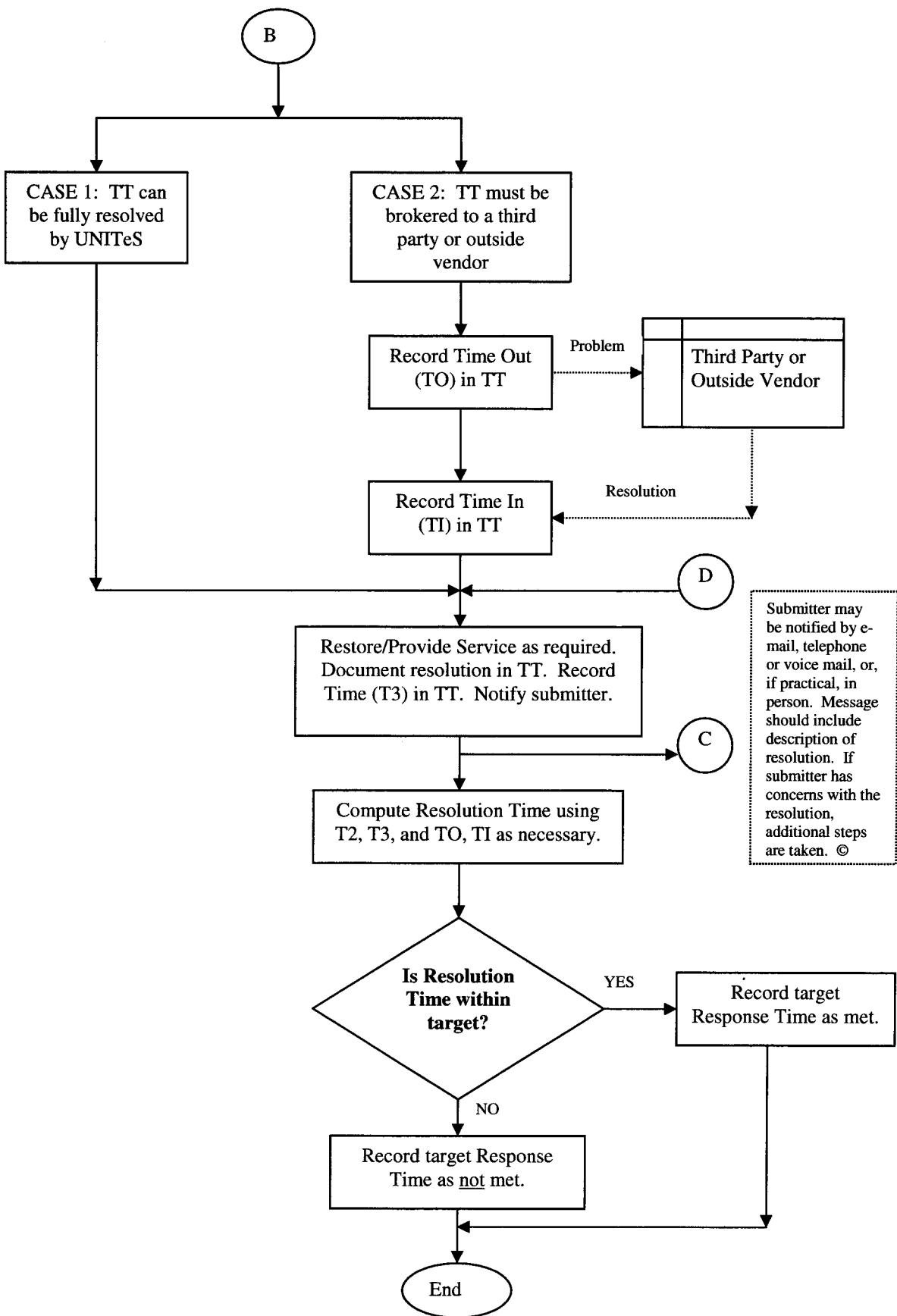
Cosmetic – Errors or inconsistencies in appearance or presentation, but with no impact to functionality.

Other – Miscellaneous support, such as user assistance, password reset, application access, etc.

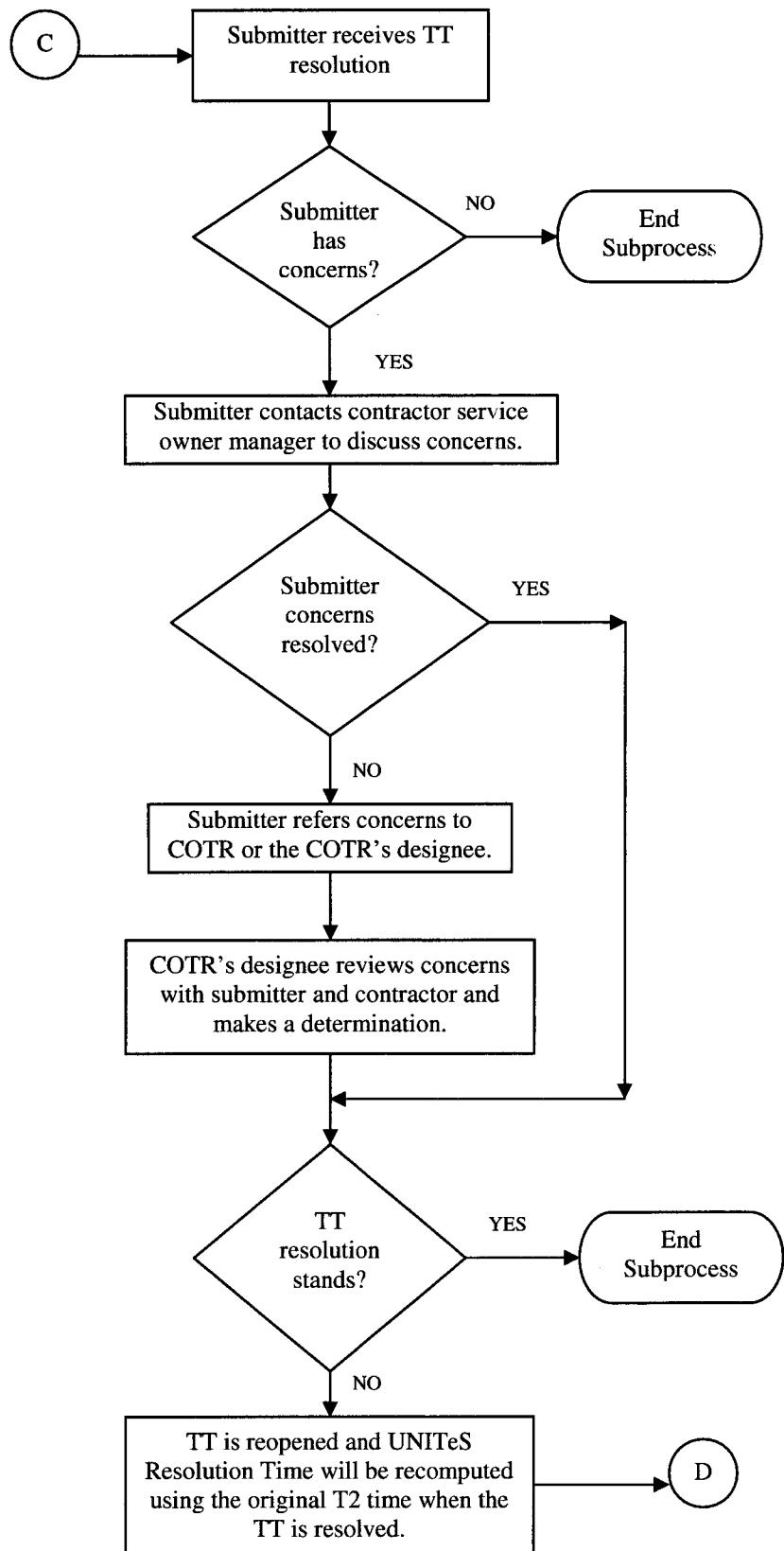
Target response times and target resolution times for each service will be determined by NASA in consultation with the contractor. Target times may be dependent upon coverage requirements. For example, target times for a given service may be category 1 during critical periods of operation, but may be category 3 at all other hours of normal operation. This would be coded as 1/3 and 3/2, where 3 represents periods of critical operation, and 2 represents normal hours of operation.

The requirements for determining response times and resolution times are depicted in the following flow diagrams.





RESOLVING SUBMITTER CONCERNS SUBPROCESS



SCORING TROUBLE TICKET RESPONSE AND RESOLUTION MATRIX FOR APPLICATIONS AND WEB SERVICES

Assumptions:

- Total possible score is 100.
- If the total number of trouble tickets for the performance period is low, then the contractor is performing well and this will be reflected in the score.
- Trouble ticket resolutions are given more weight than response times. The weights are 60% and 40% respectively.

The score will be determined by the following formula, where

B = base value,

X = total of response time targets met for trouble tickets closed during the performance period,

Y = total of resolution time targets met for trouble tickets closed during the performance period, and

Z = total number of trouble tickets closed during the performance period:

$$\text{Score} = B + (100-B)(.4X + .6Y)/Z, \text{ for } Z > 0$$

$$\text{Score} = 100 \text{ for } Z = 0.$$

Example: If B= 0

X= 95

Y= 90

Z= 100

$$\begin{aligned}\text{Then score} &= 0 + (100-0) (.4 (95) + .6 (90)) / 100 \\ &= 100 (38 + 54) / 100 \\ &= 92\end{aligned}$$

The base values are determined according to the following table:

Number of Trouble Tickets Closed During Performance Period	Base Value
0	100
1	95
2	90
3	85
4	80
5	75
6	70
7	65
8	60
9	55
10	50
11	45

12	40
13	35
14	30
15	25
16	20
17	15
18	10
19	5
20 or more	0

Trouble ticket reporting requirements are defined in DRD 974MA-006, Reports.

PERFORMANCE SURVEILLANCE PLAN MATRIX – UNITS – ATTACHMENT J-4-(G)	
SOW Section	NASA insight/surveillance/deliverables
3.0 AGENCYWIDE INFORMATION SERVICES	1. Review of DRD's (see distribution list) per ISO process 974MA-005 Financial Management Report 974MA-006 Reports
3.1 Agency wide Applications Projects	2. Customer Surveys 3. Review of data for financial planning and information 4. Review of Contractor Performance against Kt Rqts 5. Weekly Notes 6. Project Plans and schedules
3.1.1 SEEAAS	
3.1.2 Consolidated NPPS Operational Support	
3.1.3 Site for On-Line Learning and Resources (SOLAR)	
3.1.4 Web Time and Attendance Distribution System (WebTADS)	
3.1.5 NASA Acquisition Internet Services (NAIS)	
3.1.6 Dryden Flight Research Center (DFRC) Applications Support	

The surveillance methodologies specified for the each of the PWS sections in ATTACHMENT J-4-(G) are not necessarily inclusive of all insight tools available or to be used as part of the performance measurement of the contractor. The Government reserves the right to utilize additional surveillance methodologies as deemed necessary.

PERFORMANCE SURVEILLANCE PLAN MATRIX - UNITS- ATTACHMENT J-4-(G)

SOW Section	NASA insight/surveillance/deliverables	Frequency
3.2 Digital Television	<p>1 Review of DRD's (see distribution list) per ISO process 974MA-005 Financial Management Report 974MA-006 Reports</p> <p>2 Customer Surveys</p> <p>3 Meetings documenting contractor actions</p> <p>4 Program Management Reviews</p> <p>5 Review of data for financial planning and information</p> <p>6 Periodic walk-throughs to ensure proper practices are being adhered to</p> <p>7 Review of Contractor Performance against Kt Rqis</p> <p>8 Program Metrics</p>	<p>1. Monthly (TM) Monthly (TM)</p> <p>2. Quarterly (TM)</p> <p>3. Weekly (TM)</p> <p>4. Monthly (TM)</p> <p>5. Monthly (TM)</p> <p>6. Monthly (TM)</p> <p>7. Quarterly (TM)</p> <p>8. Monthly (TM)</p>

PERFORMANCE SURVEILLANCE PLAN MATRIX - UNITS- ATTACHMENT J-4-(G)

SOW Section	NASA insight/surveillance/deliverables	Frequency
3.3 IT Security <ul style="list-style-type: none"> 3.3.1 Intrusion Detection/ Incident Response 3.3.2 NASA National Security Systems 3.3.3 NASA Secure Sensitive but Unclassified Networks 3.3.4 IT Security Perimeter 3.3.5 Secure Authentication Service 	<p>1 Review of DRD's (see distribution list) per ISO process 974CD-001 IT Security Plan 974MA-005 Financial Management Report 974MA-006 Reports 974MA-002 Risk Management Plan Meetings documenting contractor actions 2. Review of Contractor Performance against Kt Rqts 3. Trouble Ticket Reports 4. Internal/ External Audits 5. As deemed appropriate (various sources)</p>	<p>1. Monthly (TM) Monthly (TM) Quarterly (TM) Quarterly (TM) Weekly (TM) 2. Quarterly (TM) 3. Quarterly (TM) 4. Monthly (TM) 5. As deemed appropriate (various sources)</p>

PERFORMANCE SURVEILLANCE PLAN MATRIX - UNITeS- ATTACHMENT J-4-(G)

SOW Section	NASA insight/surveillance/deliverables	Frequency
3.4 Data Center Services 3.4.1 Consolidation and Centralization Services 3.4.2 Computer Systems Services 3.4.3 Network Services 3.4.4 Agencywide Midrange Services	1. Periodic Review of On-line Systems 2. Review of DRD's (see distribution list) per ISO process 974MA-005 Financial Management Report 974MA-006 Reports 3. Customer Surveys 4. Meetings documenting contractor actions 5. Review of Contractor Performance against Kt Rqts 6. Program Metrics 7. Project Plans and schedules 8. Availability Report 9. Trouble Ticket Report 10. Maintenance Reports 11. Mid-range Node Book	1. Monthly (TM) 2. Monthly (TM) Quarterly (TM) 3. Quarterly (TM) Weekly (TM) 4. Weekly (TM) Quarterly (TM) 6. Quarterly (TM) 7. Monthly (TM) 8. Monthly (TM) 9. Monthly (TM) 10. Monthly (TM) 11. Monthly (TM)

PERFORMANCE SURVEILLANCE PLAN MATRIX - UNITeS- J-4-(G)		
SOW Section	NASA Insight/surveillance/deliverables	Frequency
3.5 Russia IT Services <ul style="list-style-type: none"> 3.5.1 Russian Wide Area Network (WAN) 3.5.2 Russian Local Area Network (LAN) 3.5.3 Russian IT Security 3.5.4 Russian End User Support 	<ul style="list-style-type: none"> 1. Review of DRD's (see distribution list) per ISO process 974MA-005 Financial Management Report 974MA-006 Reports 2. Review of data for financial planning and information 3. Periodic walk-throughs to ensure proper practices are being adhered to in 4. Review of Contractor Performance against Kt Rqts 5. Program Metrics 	<ul style="list-style-type: none"> 1. Monthly (TM) Monthly (TM) 2. Quarterly (COTR) 3. Daily when Russia (TM) 4. Weekly (TM) 5. Monthly (TM)

PERFORMANCE SURVEILLANCE PLAN MATRIX UNITeS- ATTACHMENT J-4-(G)

SOW Section	NASA insight/surveillance/deliverables	Frequency
3.6 WAN Services	1. Periodic Review of On-line Systems 2. Review of DRD's (see distribution list) per ISO process 974CD-002 Employee Location Listing 974CM-001 Configuration Management Plan 974LS-001 Government Property Management Plan 974MA-001 Management Plan 974CD-001 IT Security Plan 974MA-005 Financial Management Report 974MA-006 Reports 974MA-007 Documentation 974RM-001 Operability/Maintainability Plan 974MA-002 Risk Management Plan 3. Customer Surveys 4. Meetings documenting contractor actions 5. Program Management Reviews 6. Periodic walk-throughs to ensure proper practices are being adhered to in Review of Contractor Performance against Kt Rqts 8. Program Metrics 9. Service performance availability 10. Service Utilization (e.g. number of conferences) 11. NISN Service Request status 12. Business continuity/Disaster recovery	1. Monthly (TM) 2. Quarterly (TM) Quarterly (TM) Quarterly (TM) Quarterly (TM) Quarterly (TM) Monthly (TM) Quarterly (TM) Quarterly (TM) Quarterly (TM) Quarterly (TM) Quarterly (TM) Quarterly (TM) As deemed necessary (TM) Monthly (TM) Weekly (TM) Monthly (TM) As deemed necessary (TM) Monthly (TM) Quarterly (TM) Monthly (TM) Monthly (TM) 10. Monthly (TM) 11. Weekly (TM) 12. Quarterly (TM)
3.6.1 GSA Contract Integration	974CM-001 Configuration Management Plan	Quarterly (TM)
3.6.2 Switched Voice	974MA-001 Management Plan	Quarterly (TM)
3.6.3 Video Services	974MA-005 Financial Management Report	Monthly (TM)
3.6.4 Voice Services	974MA-006 Reports	Quarterly (TM)
3.6.5 Data Services	974MA-007 Documentation	Quarterly (TM)
3.6.6 International Services	974RM-001 Operability/Maintainability Plan	Quarterly (TM)
3.6.7 Technical Services (Dedicated)	974MA-002 Risk Management Plan	Quarterly (TM)
3.6.8 Directory Services	3. Customer Surveys	Quarterly (TM)
3.6.9 IP Address Management	4. Meetings documenting contractor actions	Quarterly (TM)
3.6.10 Facsimile Broadcast Service	5. Program Management Reviews	Quarterly (TM)

PERFORMANCE SURVEILLANCE PLAN MATRIX - UNITS- ATTACHMENT J-4-(G)

SOW Section	NASA Insight/surveillance/deliverables	Frequency
3.7 Systems Management and Operations	1. Periodic Review of On-line Systems 2. Review of DRDs' (see distribution list) per ISO process 974CD-002 Employee Location Listing 974CM-001 Configuration Management Plan 974LS-001 Government Property Management Plan 974MA-001 Project Management Plan 974CD-001 IT Security Plan 974MA-005 Financial Management Report 974MA-006 Reports 974MA-007 Documentation 974RM-001 Operability/Maintainability Plan 974MA-002 Risk Management Plan 3. Customer Surveys 4. Meetings documenting contractor actions 5. Program Management Reviews 6. Periodic walk-throughs to ensure proper practices are being adhered to in 7. Review of Contractor Performance against Kt Rqts 8. Program Metrics 9. Service performance availability 10. Service Utilization (e.g. number of conferences) 11. NISN Service Request status 12. Business continuity/Disaster recovery	1. Monthly (TM) 2. Quarterly (TM) Quarterly (TM) Quarterly (TM) Quarterly (TM) Quarterly (TM) Monthly (TM) Quarterly (TM) Quarterly (TM) Quarterly (TM) Quarterly (TM) Quarterly (TM) 3. Quarterly (TM) 4. Weekly (TM) 5. Monthly (TM) 6. As deemed necessary (TM) 7. Monthly (TM) 8. Quarterly (TM) 9. Monthly (TM) 10. Monthly (TM) 11. Weekly (TM) 12. Quarterly (TM)
3.7.1 Network Scheduling		
3.7.2 Network Monitoring		
3.7.3 Network Control and System Management		
3.7.4 Problem Management		
3.7.5 WAN Operational Support		
3.7.6 Control Centers		
3.7.7 Documentation and Configuration Management		

PERFORMANCE SURVEILLANCE PLAN MATRIX - UNITS - ATTACHMENT J-4-(G)		
SOW Section	NASA insight/surveillance/deliverables	Frequency
3.8 Customer Support <ul style="list-style-type: none"> 3.8.1 Customer Support Center <ul style="list-style-type: none"> 1. Review of DRD's (see distribution list) per ISO process 974MA-005 Financial Management Report 974MA-006 Reports 2. Customer Surveys 3. Meetings documenting contractor actions 4. Review of Contractor Performance against Kt Rqts 5. Trouble Ticket Reports 6. Internal/External Audits 3.8.2 Service Requests 3.8.3 User Training 	<ul style="list-style-type: none"> 1. Monthly (TM) Quarterly (TM) 2. Monthly (TM) 3. Weekly (TM) 4. Quarterly (TM) 5. Monthly (TM) 6. As deemed appropriate (various sources) 	

PERFORMANCE SURVEILLANCE PLAN MATRIX - UNITS- ATTACHMENT J-4-(G)		
SOW Section	NASA insight/surveillance/deliverables	Frequency
5.0 MSFC INFORMATION SERVICES <ul style="list-style-type: none"> 5.1 MSFC Applications and Web Services <ul style="list-style-type: none"> 1. Periodic Review of On-line Systems 2. Review of DRD's (see distribution list) per ISO process 974MA-005 Financial Management Report 974MA-006 Reports 3. Meetings documenting contractor actions 4. Review of Contractor Performance against Kt Rqts 5. Project Plans and schedules 6. Availability Report 7. Trouble Ticket Report 8. Federal laws and Government and NASA policies regarding website development. 9. Customer Surveys 	1. As needed (TM) 2. Monthly (TM) Monthly (TM) As needed (TM) 4. Monthly (TM) 5. As needed (TM) 6. Monthly (TM) 7. Monthly (TM) 8. Monthly (TM) 9. Quarterly (TM)	

PERFORMANCE SURVEILLANCE PLAN MATRIX – UNITS – ATTACHMENT J-4 (G)

SOW Section	NASA insight/surveillance/deliverables	Frequency
5.2 Computer Systems Services	1. Review of DRD's (see distribution list) per ISO process 974MA-005 Financial Management Report 974MA-006 Reports 2. Customer Surveys 3. Periodic walk-throughs to ensure proper practices are being adhered to 4. Review of Contractor Performance against Kt Rqts 5. Program Metrics/Availability Report 6. Project Plans and schedules	1. Monthly (TM) Monthly (TM) Monthly (TM) 2. Monthly (TM) As needed (TM) 4. Quarterly (TM) 5. Monthly (TM) 6. Quarterly (TM)
5.2.1 Business, Engineering and Scientific Midrange		
5.2.2 User Owned Midrange		
5.2.3 Test Area		
5.2.4 National Space Science and Technology Center (NSSTC)		

PERFORMANCE SURVEILLANCE PLAN MATRIX – UNITS – ATTACHMENT J-4-(G)

SOW Section	NASA insight/surveillance/deliverables	Frequency
5.3 Customer Requested Hardware Maintenance 3.9.4 Maintenance 5.10.4 Maintenance	1. Review of DRD's (see distribution list) per ISO process 974MA-005 Financial Management Report 974MA-006 Reports 2. Meetings documenting contractor actions 3. Review of data for financial planning and information 4. Review of Contractor Performance against KI Rqts 5. Trouble Ticket Reports	1. Monthly (TM) Monthly (TM) As needed (TM) 2. Monthly (TM) Monthly (TM) 3. Monthly (TM) 4. Monthly (TM) 5. Monthly (TM)

PERFORMANCE SURVEILLANCE PLAN MATRIX - UNITS- ATTACHMENT J-4 (G)		
SOW/Section	NASA insight/surveillance/deliverables	Frequency
5.4 Telecommunications Services <ul style="list-style-type: none"> 1. Review of DRD's (see distribution list) per ISO process 2. S74MA-005 Financial Management Report 3. S74MA-006 Reports 4. Meetings documenting contractor actions 5. Program Management Reviews 6. Periodic walk-throughs to ensure proper practices are being adhered to 7. Review of Contractor Performance against Kt Rcts 5.4.1 Telephone Services 5.4.2 Facsimile Services 5.4.3 Other Services	<ul style="list-style-type: none"> 1. Monthly (TM) Monthly (TM) 2. As needed (TM) 3. As needed (TM) 4. As needed (TM) 5. Monthly (TM) 	

PERFORMANCE SURVEILLANCE PLAN MATRIX – UNITS- ATTACHMENT J-4-(G)		
SOW Section	NASA insight/surveillance/deliverables	Frequency
5.5 Information Technology (IT) Security Services	<p>1. Review of DRD's (see distribution list) per ISO process 974CD-001 IT Security Plan 974MA-005 Financial Management Report 974MA-006 Reports 974MA-002 Risk Management Plan</p> <p>2. Meetings documenting contractor actions</p> <p>3. Review of Contractor Performance against KI Rqts</p> <p>4. Trouble Ticket Reports</p> <p>5. Internal/External Audits</p>	<p>1. Quarterly (TM) Monthly (TM) Quarterly (TM) Quarterly (TM) Monthly (TM) Quarterly (TM) Quarterly (TM) As deemed appropriate (Various sources)</p> <p>2.</p> <p>3.</p> <p>4.</p> <p>5.</p>

PERFORMANCE SURVEILLANCE PLAN MATRIX - UNITE\$ - ATTACHMENT J-4-(G)

SOW Section	NASA insight/surveillance/deliverables	Frequency
5.6 Documentation Repository Services	<p>1. Periodic Review of On-line Systems</p> <p>2. Review of DRD's (see distribution list) per ISO process</p> <p>974MA-006 Reports</p> <p>974MA-005 Financial Management Report</p> <p>3. Technical Interchange Meetings</p> <p>4. Periodic walk-throughs to ensure proper practices are being adhered to</p> <p>5. Review of Contractor Performance against Kt Rqts</p> <p>6. Customer feedback</p>	<p>1. As needed (TM)</p> <p>2. Monthly (TM)</p> <p>Monthly (TM)</p> <p>As needed (TM)</p> <p>As needed (TM)</p> <p>Monthly (TM)</p> <p>Continuous (TM)</p>

PERFORMANCE SURVEILLANCE PLAN MATRIX - UNITS- ATTACHMENT J-4-(G)

SOW Section	NASA Insight/surveillance/deliverables	Frequency
5.7 Audio Visual Information Services	1. Periodic Review of On-line Systems 2. Review of DRD's (see distribution list) per ISO process 974MA-005 Financial Management Report	1. As needed (TM) 2. Monthly (TM)
5.7.1 Content Creation	974MA-006 Reports 974MA-007 Documentation	Monthly (TM) Monthly (TM)
5.7.2 Content Assembly	3. Customer Surveys/ Random Sampling 4. Meetings documenting contractor actions 5. Program Management Reviews	Quarterly (TM) Weekly Staff Meetings (TM)
5.7.3 Content Distribution	6. Review of data for financial planning and information 7. Review of Contractor Performance against KI Rqts 8. Program Metrics	Monthly (TM) Monthly (TM) Quarterly (TM) Monthly (TM)

PERFORMANCE SURVEILLANCE PLAN MATRIX - UNITeS- ATTACHMENT J-4-(G)		
SOW Section	NASA insight/Vsurveillance/deliverables	Frequency
5.8 IT Procurement Services	<p>1. Periodic Review of On-line Systems</p> <p>2. Review of DRD's (see distribution list) per ISO process</p> <p>974MA-005 Financial Management Report</p> <p>974MA-006 Reports</p> <p>974MA-007 Documentation</p> <p>3. Customer Surveys</p> <p>4. Meetings documenting contractor actions</p> <p>5. Program Management Reviews</p> <p>6. Review of data for financial planning and information</p> <p>7. Periodic walk-throughs to ensure proper practices are being adhered to</p> <p>8. Review of Contractor Performance against Kt Rqts</p> <p>9. Program Metrics</p>	<p>1. Monthly (TM)</p> <p>2. Monthly (TM) Monthly (TM) Monthly (TM)</p> <p>3. Quarterly (TM)</p> <p>4. Weekly Staff Meetings</p> <p>5. Weekly (TM)</p> <p>6. Monthly (TM)</p> <p>7. Monthly (TM)</p> <p>8. Quarterly (TM)</p> <p>9. Monthly (TM)</p>

PERFORMANCE SURVEILLANCE PLAN MATRIX - UNITS- ATTACHMENT J-4 (G)

SOW Section	NASA insight/surveillance/deliverables	Frequency
5.9 Customer Support	1. Review of DRD's (see distribution list) per ISO process 974MA-005 Financial Management Report 974MA-006 Reports 2. Customer Surveys 3. Meetings documenting contractor actions 4. Review of Contractor Performance against Kt Rqts 5. Trouble Ticket Reports 6. Internal/External Audits	1. Monthly (TM) Quarterly (TM) 2. Monthly (TM) 3. Weekly (TM) 4. Quarterly (TM) 5. Monthly (TM) 6. As deemed appropriate (various sources)
5.9.1 Customer Support Center		
5.9.2 Service Requests		
5.9.3 User Training		

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS – UNITS		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
3.0 AGENCYWIDE INFORMATION SERVICES	Agencywide Applications Performance Metric See Attachment J-4-(A)	See Attachment J-4-(A)*	30%
3.1 Agency wide Applications Projects	Table Releases Performance Metric See Attachment J-4-(B)	See Attachment J-4-(B)*	30%
3.1.1 SEESAS			
3.1.2 Consolidated NPPS Operational Support	Technical Support Services Performance Metric See Attachment J-4-(C)	See Attachment J-4-(C)*	10%
3.1.3 Site for On-Line Learning and Resources (SOLAR)			
3.1.4 Web Time and Attendance e Distribution System (WebTADS)	Quality of Customer Support Services Performance Metric See Attachment J-4-(D)	See Attachment J-4-(D)*	10%
3.1.5 NASA Acquisition Internet Services (NAIS)	Timeliness of Performance Metric See Attachment J-4-(E)	See Attachment J-4-(E)*	20%
3.1.6 Dryden Flight Research Center (DFRC) Applications Support			

*If this particular standard does not apply for the evaluation period, the weight assigned to that standard will be equally distributed among the remaining standards.

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS - UNITS		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
3.2 Digital Television (DTV)	Contractor shall ensure that mutually agreed to schedules for Digital Television deliverables are adhered to.	See Attachment J-4-(E)	100%

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS - UNITS		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
3.3 IT Security	Contractor shall isolate IT security incidents and provide accurate reports within 4 hours of incident notification.	0%	25%
3.3.1 Intrusion Detection/ Incident Response	Contractor shall respond to and identify any IT security incidents within 2 hours of incident notification	0%	25%
3.3.2 NASA National Security Systems	Contractor shall restore affected service and update the IT Security Plan for the affected system within 24 hours	0%	15%
3.3.3 NASA Secure Sensitive but Unclassified Networks	Contractor shall disseminate vulnerability and incident information potentially adversely impacting the Agency within 1 hour of receipt.	0%	20%
3.3.4 IT Security Perimeter	Contractor shall ensure that preventive measures as specified in NPD/NPG 2810.1 are adhered to.	5%	15%
3.3.5 Secure Authentication Service			

PERFORMANCE REQUIREMENTS SUMMARY/ MADDRS UNITeS		ATTACHMENT J-4-(H)		
SOW Section	Performance Standard	MADR	Weight	
3.4 Data Center Services	Contractor shall provide uninterrupted systems availability (with the exception of normal maintenance windows, and outages beyond contractor control, e.g., force majeure, acts of terrorism, etc.)	.5%	20%	
3.4.1 Consolidation Services	Contractor shall respond to Priority 1 RTS trouble tickets <= 2 hours.	0%	15%	
3.4.2 Computer Systems Services	Contractor shall ensure that ClCS transactions occur <= 5 seconds.	6%	15%	
3.4.3 Network Services	Contractor shall ensure that Batch jobs are processed <= 6 minutes.	6%	10%	
3.4.4 Agencywide Midrange Services	Contractor shall ensure that TSO transactions occur <= 1 second.	3%	10%	
	Contractor shall maintain uninterrupted midrange computer systems services (with the exception of planned maintenance windows and outages beyond contractor control, e.g., force majeure, acts of terrorism, etc.) including the requirement to maintain the functionality of the systems application regardless of total up-time	2%	10%	
	Contractor shall provide return-to-service for midrange computer systems within the following periods: Category 1 <= 2 hours of trouble ticket initiation All other systems- <= COB the following business day after trouble ticket initiation (See Priority matrix for specific application priority classification)	2%	10%	
	Contractor shall adhere to established schedules.	See Attachment J-4-(E)	5%	
	Contractor shall provide move-add-change (MAC) services within <=2 days of request or within established customer notification requirements.	2%	5%	

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS - UNITS			ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	Weight	
3.5 Russia IT Services 3.5.1 Russian Wide Area Network (WAN) 3.5.2 Russian Local Area Network (LAN) 3.5.3 Russian IT Security 3.5.4 Russian End User Support	<p>Mission WAN/Circuits shall have uninterrupted availability. (Mission WAN/Circuits shall have a MTTR of <= 2 hours. (The Government expects reimbursement on a 1:1 basis at the cost per minute for each minute of circuit outage at >21.5 minutes, or at > 21.5 but < 60 minutes = a 2:1 multiplier, or at >= 60 minutes = 4:1 multiplier) *</p> <p>Admin WAN/Circuits shall have uninterrupted availability. (Admin WAN/Circuits shall have a MTTR <= 4 hours (The Government expects reimbursement on a 1:1 basis at the cost per minute for each minute of circuit outage at <60 minutes, or at > 60 but <120 minutes = a 2:1 multiplier, or at >= 120 minutes = 3:1 multiplier) *</p> <p>For all LAN and End User support the contractor shall return to service due to discrepancies within the following periods: Category 1 <= 4 hours Category 2 = COB Moscow normal duty hours Category 3 = COB day following Moscow normal duty hours</p> <p>Contractor shall adhere to established schedules for deliverables.</p>	<p>.02%</p> <p>.05%</p> <p>2%</p> <p>25%</p>	<p>25%</p> <p>25%</p> <p>2%</p> <p>25%</p>	
	<p>In the advent of an IT security incident, contractor shall restore affected services within the following periods: Disseminate vulnerability and incident information potentially impacting the Agency <= 1 hour Isolate the problem <= 2 hours Restore affected services <= 4 hours</p>	<p>0%</p>	<p>15%</p> <p>10%</p>	

* The prime contractor shall ensure application of these standards to the subcontract circuit provider

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS - UNITS		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
3.6 WAN Services	Contractor shall complete move-add-change (MAC) requests for all services as specified in the NSN Services Document or as specified in mutually agreed upon schedules.	See Attachment J-4-(E)	35%
3.6.1 GSA Contract Integration			
3.6.2 Switched Voice			
3.6.3 Video Services			
3.6.4 Voice Services	Contractor shall ensure that services are provided in accordance with performance specifications as documented in the NSN Services Document or in accordance with mutually agreed upon performance specifications.	2%	50%
3.6.5 Data Services			
3.6.6 International Services			
3.6.7 Technical Services (Dedicated)			
3.6.8 Directory Services			
3.6.9 IP Address Management	Contractor shall provide accurate detailed cost estimates for each NSN Service Request. Actual costs for each request shall be within +/- 10% of original estimate regardless of number of requests.	5%	15%
3.6.10 Facsimile Broadcast Service			

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS - UNITes		ATTACHMENT J-4 (H)	
SOW Section	Performance Standard	MADR	Weight
3.7 Systems Management and Operations	Contractor shall schedule and coordinate activities within 10 calendar days and in accordance with mission freeze policies.	.5%	20%
3.7.1 Network Scheduling	Contractor shall provide service restoration and meet impacts to service metrics as defined for NISN services in the NISN Services Document.	.5%	20%
3.7.2 Network Monitoring	Contractor shall provide an uninterrupted password-protected, on-line activities and outage notification system.	2%	20%
3.7.3 Network Control and System Management	Contractor shall provide uninterrupted on-line reporting of system metrics.	2%	20%
3.7.4 Problem Management	Contractor shall provide password changes <= 30 minutes of receipt of request.	2%	20%
3.7.5 WAN Mission Operations			
3.7.6 Control Centers			
3.7.7 Documentation and Configuration Management			

PERFORMANCE REQUIREMENTS SUMMARY/ MADDRS - UNITS		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
3.8 Customer Support 3.8.1 Help Desk 3.8.2 Service Orders 3.8.3 User Training	<p>Contractor shall provide help desk support <=5 minutes of initial call.</p> <p>Contractor shall refer IT security incidents to the Incident Detection System (IDS) <=5 minutes of notification.</p> <p>Contractor shall provide user training in accordance with customer requirements.</p> <p>Contractor shall ensure that all calls responded to or referred to other entities are closed prior to issuing trouble ticket closeout notification.</p>	0% 2% 0% 2%	30% 30% 20% 20%

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS - UNITS		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
5.0 MSFC INFORMATION SERVICES	Contractor shall provide trouble ticket response/resolution by application category as specified in the Applications and Web Services Table.	See Attachment J-4-(F)	45%
5.1 MSFC Applications and Web Services	Contractor shall adhere to established schedules for deliverables.	See Attachment J-4-(E)	45%
5.1.1 Product Line Organizations			
5.1.2 Support Organizations			
5.1.3 Office of the Director and Staff Offices	Contractor shall respond to inquiries regarding status of specific application/web services projects <= 24 hours of Technical Monitor request.	0%	10%

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS - UNITS		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
5.2 Computer Systems Services 5.2.1 Business, Engineering and Scientific 5.2.2 User Owned Midrange	<p>Contractor shall maintain uninterrupted midrange computer systems services (with the exception of planned maintenance windows and outages beyond contractor control, e.g., force majeure, acts of terrorism, etc.) including maintaining the functionality of the systems application regardless of total up-time. (Even if the system is technically "up", if the application is unresponsive or functionality is significantly decreased, the system is considered down.)</p> <p>Contractor shall provide return-to-service for midrange computer systems within the following periods:</p> <p>Category 1<= 2 hours of trouble ticket initiation All other systems- <= COB the following business day after trouble ticket initiation (See Priority matrix for specific application priority classification)</p> <p>Contractor shall adhere to established schedules.</p> <p>Contractor shall provide move-add-change (MAC) services within <=2 days of request or within established customer notification requirements.</p>	<p>.2%</p> <p>2%</p> <p>30%</p> <p>2%</p> <p>20%</p> <p>30%</p>	<p>30%</p>

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS UNITS		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	Weight
5.3 Customer Requested Hardware Maintenance 3.9.4 Maintenance 5.10.4 Maintenance	<p>Contractor shall maintain individual Mean-time-to-Repair in accordance with the following:</p> <p>Category 1 Items <= 2 hours (24 hours X 7 days)</p> <p>Category 2 Items <= 2 business hours*</p> <p>Category 3 Items <= 4 business hours*</p> <p>Contractor shall provide response to trouble ticket initiation <= 30 minutes of notification.</p> <p>Contractor shall provide help desk support <= 5 minutes of initial call.</p>	2% 2% 2%	60% 20% 20%

*Business hours are considered to be 6:00 AM to 6:00 PM Monday through Friday of the time zone where the hardware is physically located.

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS - UNITS		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
5.4 Telecommunications Services	Contractor shall maintain systems availability (with the exception of planned maintenance windows and outages beyond contractor control, e.g., force majeure, acts of terrorism, etc.)	.05%	60%
5.4.1 Telephone Services	Contractor shall provide move-add-change (MAC) services <= 2 hours of request.	2%	10%
5.4.2 Facsimile Services	Contractor shall provide new user pagers, cellular telephones and radios <= 2 business days of request.	2%	10%
5.4.3 Other Services	Contractor shall provide mean-time-to-repair for pagers, cellular telephones, and radios <=2 business days.	2%	10%
	Contractor shall provide return-to-service for telephones within <=2 hours of trouble ticket initiation.	2%	10%

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS - UNITS		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
5.5 Information Technology (IT) Security Services	<p>Contractor shall isolate IT security incidents and provide accurate reports within 4 hours of incident notification.</p> <p>Contractor shall respond to and identify any IT security incidents within 2 hours of notification.</p> <p>Contractor shall restore affected service and update the IT Security Plan for the affected system within 24 hours.</p> <p>Contractor shall disseminate vulnerability and incident information potentially adversely impacting MSFC within 1 hour of receipt.</p> <p>Contractor shall ensure that preventive measures as specified in NPD/NPG 2810.1 are adhered to.</p>	<p>0%</p> <p>0%</p> <p>0%</p> <p>0%</p> <p>5%</p>	<p>25%</p> <p>25%</p> <p>15%</p> <p>20%</p> <p>15%</p>

PERFORMANCE REQUIREMENTS SUMMARY/ MADDRS - UNITS		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
5.6 Documentation Repository Services	<p>Contractor shall ensure uninterrupted Server/Application availability (with the exception of planned maintenance windows and outages beyond contractor control, e.g force majeure, acts of terrorism, etc.).</p> <p>Contractor shall ensure that data input is accurate.</p> <p>Contractor shall ensure that deliverables are provided in accordance with established schedules.</p>	<p>.2%</p> <p>3%</p> <p>See Attachment J-4-(E)</p>	<p>40%</p> <p>30%</p> <p>30%</p>

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS - UNITS		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
5.7 Audio Visual Information Services 5.7.1 Content Creation 5.7.2 Content Assembly 5.7.3 Content Distribution	<p>Contractor shall adhere to established schedules for delivery of required products.</p> <p>Contractor shall provide quality products per applicable specifications and technical standards, and be comparable to commercial offerings.</p> <p>Contractor shall adhere to all applicable procedural and regulatory guidance, such as Government Printing Office (GPO) requirements, NASA/MSFC regulations, NASA Research Announcement (NRA) requirements, and copyright laws.</p>	<p>See Attachment J-4-(E)</p> <p>2%</p> <p>2%</p>	<p>30%</p> <p>40%</p> <p>30%</p>

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS - UNITEs		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
5.8 IT Procurement Services	Contractor shall adhere to established schedules for delivery of required products.	See Attachment J-4-(E)	100%

PERFORMANCE REQUIREMENTS SUMMARY/ MADRS - UNITS		ATTACHMENT J-4-(H)	
SOW Section	Performance Standard	MADR	WEIGHT
5.9 Customer Support 5.9.1 Help Desk 5.9.2 Service Requirements 5.9.3 User Training	<p>Contractor shall provide help desk support <=5 minutes of initial call.</p> <p>Contractor shall provide user training in accordance with customer requirements.</p> <p>Contractor shall produce accurate data files to be calculated by:</p> <p style="text-align: center;"><u># files produced - # files late or in error</u> # files provided</p> <p>Contractor shall deliver required products in accordance with established schedules.</p>	<p>2%</p> <p>2%</p> <p>2%</p> <p>35%</p> <p>See Attachment J-4-(E)</p>	<p>15%</p> <p>15%</p> <p>35%</p> <p>35%</p>

ATTACHMENT J-4-(I)
Unified NASA Information Technology Services (UNITes)
Quarterly/Semi-Annual Performance Evaluation Summary
()

Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.1 Agencywide Applications Projects 1	Agencywide Applications Performance Metric See Attachment J-4-(A)	See Attachment J-4-(A)	
2	Table Releases Performance Metric See Attachment J-4-(B)	See Attachment J-4-(B)	
3	Technical Support Services Performance Metric See Attachment J-4-(C)	See Attachment J-4-(C)	
4	Quality of Customer Support Services See Attachment J-4-(D)	See Attachment J-4-(D)	

3.1 (Con't)	Timeliness of Performance See Attachment J-4-(E)	See Attachment J-4-(D)
5		

ATTACHMENT J-4-(I)
Unified NASA Information Technology Services (UNITes)
Quarterly/Semi-Annual Performance Evaluation Summary
()

Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.2 Digital Television 1	Contractor shall ensure that mutually agreed to schedules for Digital Television deliverables are adhered to.	See Attachment J-4-(E)	

ATTACHMENT J-4-(I)
Unified NASA Information Technology Services (UNITeS)
Quarterly/Semi-Annual Performance Evaluation Summary
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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.3 IT Security 1	Contractor shall isolate IT security incidents and provide accurate reports within 4 hours of incident notification.	0%	
2	Contractor shall respond to and identify any IT security incidents within 2 hours of incident notification	0%	
3	Contractor shall restore affected service and update the IT Security Plan for the affected system within 24 hours	0%	
4	Contractor shall disseminate vulnerability and incident information potentially adversely impacting the Agency within 1 hour of receipt.	0%	
5	Contractor shall ensure that preventive measures as specified in NPD/NPG 2810.1 are adhered to.	5%	

ATTACHMENT J-4-(I)
Unified NASA Information Technology Services (UNITeS)
Quarterly/Semi-Annual Performance Evaluation Summary
 ()

Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.4 Data Center Services 1	Contractor shall provide uninterrupted systems availability (with the exception of normal maintenance windows, and outages beyond contractor control, e.g. force majeure, acts of terrorism, etc.)	.5%	
2	Contractor shall respond to Priority 1 RTS trouble tickets <= 2 hours.	0%	
3	Contractor shall ensure that CICS transactions occur <=.5 seconds.	6%	
4	Contractor shall ensure that Batch jobs are processed <= 6 minutes.	6%	

3.4 (Con't)	Contractor shall ensure that TSO transactions occur <= 1 second.	3%	
5	Contractor shall maintain uninterrupted midrange computer systems services (with the exception of planned maintenance windows and outages beyond contractor control, e.g., force majeure, acts of terrorism, etc.) including the requirement to maintain the functionality of the systems application regardless of total up-time	2%	
6	Contractor shall provide return-to-service for mid-range computer systems within the following periods: Category 1<= 2 hours of trouble ticket initiation All other systems- <= COB the following business day after trouble ticket initiation (See Priority matrix for specific application priority classification)	2%	
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3.4 (Con't)	Contractor shall adhere to established schedules.	See Attachment J-4-(E)
8	Contractor shall provide move-add-change (MAC) services within <=2 days of request or within established customer notification requirements.	2%

ATTACHMENT J-4-(I)
Unified NASA Information Technology Services (UNITeS)
Quarterly/Semi-Annual Performance Evaluation Summary
 $($
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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.5 Russia Services 1	<p>Mission WAN/Circuits shall have uninterrupted availability.</p> <p>(Mission WAN/Circuits shall have a MTTR of \leq 2 hours.</p> <p>(The Government expects reimbursement on a 1:1 basis at the cost per minute for each minute of circuit outage at <21.5 minutes, or at > 21.5 but < 60 minutes = a 2:1 multiplier, or at ≥ 60 minutes = 4:1 multiplier) *</p>	.02%	
2	<p>Admin WAN/Circuits shall have uninterrupted availability.</p> <p>(Admin WAN/Circuits shall have a MTTR \leq 4 hours</p> <p>(The Government expects reimbursement on a 1:1 basis at the cost per minute for each minute of circuit outage at <60 minutes, or at > 60 but <120 minutes = a 2:1 multiplier, or at ≥ 120 minutes = 3:1 multiplier) *</p>	.05%	

3.5 (Con't)	For all LAN and End User support the contractor shall return to service due to discrepancies within the following periods: Category 1 <= 4 hours Category 2 = COB Moscow normal duty hours Category 3 = COB day following Moscow normal duty hours	2%
4	Contractor shall adhere to established schedules for deliverables.	See Attachment J-4-(E)
5	In the advent of an IT security incident, contractor shall restore affected services within the following periods: Disseminate vulnerability and incident information potentially impacting the Agency <= 1 hour Isolate the problem <= 2 hours Restore affected services <= 4 hours	0%

The prime contractor shall ensure application of these standards to the subcontract circuit provider.

ATTACHMENT J-4-(I)
Unified NASA Information Technology Services (UNITeS)
Quarterly/Semi-Annual Performance Evaluation Summary
 ()

Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.6 WAN Services 1	Contractor shall complete move-add-change (MAC) requests for all services as specified in the NISN Services Document or as specified in mutually agreed upon schedules.	5%	
2	Contractor shall ensure that services are provided in accordance with performance specifications as documented in the NISN Services Document or in accordance with mutually agreed upon performance specifications.	2%	
3	Contractor shall provide accurate detailed cost estimates for each NISN Service Request. Actual costs for each request shall be within +/- 10% of original estimate regardless of number of requests.	5%	

ATTACHMENT J-4-(I)
Unified NASA Information Technology Services (UNITeS)
Quarterly/Semi-Annual Performance Evaluation Summary
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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.7 Network Management and Operations 1	Contractor shall schedule and coordinate activities within 10 calendar days and in accordance with mission freeze policies.	.5%	
2	Contractor shall provide service restoration and meet impacts to service metrics as defined for NISSN services in the NISSN Services Document.	.5%	
3	Contractor shall provide an uninterrupted password-protected, on-line activities and outage notification system.	2%	
4	Contractor shall provide uninterrupted on-line reporting of system metrics.	2%	
5	Contractor shall provide password changes \leq 30 minutes of receipt of request.	2%	

ATTACHMENT J-4-(I)
Unified NASA Information Technology Services (UNITeS)
Quarterly/Semi-Annual Performance Evaluation Summary
()

Required Service	Performance Standard	MADR	Quarterly Evaluation Data
3.7 Customer Support 1	Contractor shall provide help desk support <=5 minutes of initial call.	0%	
2	Contractor shall refer IT security incidents to the Incident Detection System (IDS) <=5 minutes of notification.	2%	
3	Contractor shall provide user training in accordance with customer requirements	0%	
4	Contractor shall ensure that all calls responded to or referred to other entities are closed prior to issuing trouble ticket closeout notification.	2%	

ATTACHMENT J-4-(I)
Unified NASA Information Technology Services (UNITeS)
Quarterly/Semi-Annual Performance Evaluation Summary
 ()

Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.1 MSFC Applications and Web Services 1	Contractor shall provide trouble ticket response/resolution by application category as specified in the Applications and Applications Services Table.	See Attachment J-4-(F)	
2	Contractor shall adhere to established schedules for deliverables.	See Attachment J-4-(E)	
3	Contractor shall respond to inquiries regarding status of specific application/web services projects <= 24 hours of Technical Monitor request.	0%	

ATTACHMENT J-4-(I)
Unified NASA Information Technology Services (UNITeS)
Quarterly/Semi-Annual Performance Evaluation Summary
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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.2 Computer Systems Services 1	Contractor shall maintain uninterrupted midrange computer systems services (with the exception of planned maintenance windows and outages beyond contractor control, e.g., force majeure, acts of terrorism, etc.) including maintaining the functionality of the systems application regardless of total up-time. (Even if the system is technically "up", if the application is unresponsive or functionality is significantly decreased, the system is considered down.)	.2%	
2	Contractor shall provide return-to-service for mid-range computer systems within the following periods: Category 1= \leq 2 hours of trouble ticket initiation All other systems- <= COB the following business day after trouble ticket initiation (See Priority matrix for specific application priority classification)	2%	

5.2 (Con't)		See Attachment J-4-(E)
3	Contractor shall adhere to established schedules.	
4	Contractor shall provide move-add-change (MAC) services within <=2 days of request or within established customer notification requirements.	2%

ATTACHMENT J-4-(I)
Unified NASA Information Technology Services (UNITeS)
Quarterly/Semi-Annual Performance Evaluation Summary
 (\quad)

Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.3 Customer Requested Hardware Maintenance	Contractor shall maintain individual Mean-time-to-Repair in accordance with the following: 1 Category 1 Items <= 2 hours (24 hours X 7 days) Category 2 Items <= 2 business hours* Category 3 Items <= 4 business hours* *Business hours are considered to be 6:00 AM to 6:00 PM Monday through Friday of the time zone where the hardware is physically located.	2%	
2	Contractor shall provide response to trouble ticket initiation <= 30 minutes of notification.	2%	
3	Contractor shall provide help desk support <= 5 minutes of initial call.	2%	

ATTACHMENT J-4-(I)
Unified NASA Information Technology Services (UNITeS)
Quarterly/Semi-Annual Performance Evaluation Summary
 ()

Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.4 Telecommunications Services 1	Contractor shall maintain systems availability (with the exception of planned maintenance windows and outages beyond contractor control, e.g., force majeure, acts of terrorism, etc.)	.05%	
2	Contractor shall provide move-add-change (MAC) services <= 2 hours of request.	2%	
3	Contractor shall provide new user pagers, cellular telephones and radios <= 2 business days of request.	2%	
4	Contractor shall provide mean-time-to-repair for pagers, cellular telephones, and radios <= 2 business days.	2%	
5	Contractor shall provide return-to-service for telephones within <= 2 hours of trouble ticket initiation.	2%	

ATTACHMENT J-4-(I)
Unified NASA Information Technology Services (UNITeS)
Quarterly/Semi-Annual Performance Evaluation Summary
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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.5 Information Technology (IT) Security Services 1	Contractor shall isolate IT security incidents and provide accurate reports within 4 hours of incident notification.	0%	
2	Contractor shall respond to and identify any IT security incidents within 2 hours of notification.	0%	
3	Contractor shall restore affected service and update the IT Security Plan for the affected system within 24 hours.	0%	
4	Contractor shall disseminate vulnerability and incident information potentially adversely impacting MSFC within 1 hour of receipt.	0%	
5	Contractor shall ensure that preventive measures as specified in NPD/NPG 2810.1 are adhered to.	5%	

ATTACHMENT J-4-(I)
Unified NASA Information Technology Services (UNITeS)
Quarterly/Semi-Annual Performance Evaluation Summary
()

Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.6 Documentation Repository Services 1	Contractor shall ensure uninterrupted Server/ Application availability (with the exception of planned maintenance windows and outages beyond contractor control, e.g force majeure, acts of terrorism, etc.).	.2%	
2	Contractor shall ensure that data input is accurate.	3%	
3	Contractor shall ensure that deliverables are provided in accordance with established schedules.	See Attachment J-4-(E)	

ATTACHMENT J-4-(I)
Unified NASA Information Technology Services (UNITeS)
Quarterly/Semi-Annual Performance Evaluation Summary
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Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.7 Audio Visual Information Services 1	Contractor shall adhere to established schedules for delivery of required products.	See Attachment J-4-(E)	
2	Contractor shall provide quality products per applicable specifications and technical standards, and be comparable to commercial offerings.	2%	
3	Contractor shall adhere to all applicable procedural and regulatory guidance, such as Government Printing Office (GPO) requirements, NASA/MSFC regulations, NASA Research Announcement (NRA) requirements, and copyright laws.	2%	

ATTACHMENT J-4-(I)
Unified NASA Information Technology Services (UNITeS)
Quarterly/Semi-Annual Performance Evaluation Summary
()

Required Service	Performance Standard	MADR	Quarterly Evaluation Data
5.8 IT Procurement Services	Contractor shall adhere to established schedules for delivery of required products	See Attachment J-4-(E)	